

Remind Is Focused on Safety

REMINd IS A TEXT MESSAGING APP built for education, which means safeguards and protections are core to our service. That's why the independent online safety accreditation experts at [iKeepSafe](#) have given Remind their [badge of approval](#) for COPPA, FERPA, and the California Student Privacy Program.

Like many educational services, parents must approve their children's use of Remind. Teachers, schools, or districts [verify this consent](#) and decide who gets to join Remind classes. Access to these classes is limited to only those who have been added or given the unique class code for that class.

Personal contact information stays private

Class owners don't see participant phone numbers, and participants don't see class owner's phone numbers. Both 1- and 2-way messages come from Remind phone numbers—not personal mobile numbers.

Participants join classes by sending a text, sending an email, visiting our website, or downloading the app. They'll need the unique class code provided by the class owner, and they'll be asked to provide the names that appear in participant lists. Class owners with class contact information can send out text or email invitations. Students and parents can also be directly added by the teacher, provided the teacher has permission to use their name and contact information.

Message history is always available

Remind saves all messages to user accounts. Teachers, students, and parents can access a complete message history at any time, and this record can't be edited or deleted within an account. Verified administrators can also request transcripts when needed.

Remind has protections in place to secure your data

Remind uses both customized and industry standard practices, including encryption, to secure our service. We have built additional, customized security features to further advance Remind users' data security. Learn more about [security at Remind](#).

Simple controls help manage communication

On Remind, class owners can always change class codes or remove participants from their classes.

Teachers can also manage conversations by setting office hours to let participants know the best times to reach them, and disabling replies for students and parents when they need to.

All Remind users have the ability to block another user if necessary and can adjust how they would like to receive notifications on Remind—choosing from text, email, or push notifications.

If you have any questions about Remind, please reach out to us at support@remindhq.com.

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Our community works together to keep Remind safe

Safety is our top priority, so teachers, students, and parents can control their experience on Remind and flag inappropriate usage if they see it. They can also report by emailing report@remindhq.com. Our [Community Guidelines](#) outline best practices for keeping Remind safe.

Parents are in control and teachers increase protections

Parents decide whether their children can sign up and teachers collect consents from those parents. This puts parents in control of the Remind experience for their children. When a student under 13 signs up, Remind collects a limited amount of personal information and the parent is notified by email. Students under 13 can only be in classes owned by teachers who have linked their accounts to a school and can't receive direct messages. The parent of a student under 13 will also receive the same announcements on Remind.

Your data stays with Remind

Remind doesn't sell or share information about students, parents, or teachers. Personal contact information remains private, secure, and confidential, unless you agree to our sharing it for your benefit or that of your children. In short, the information users share with Remind stays at Remind. If users join a school on Remind, a verified administrator for that school may be able to view information about their Remind accounts—but not personal contact information.

Learn more about how Remind helps schools comply with FERPA [here](#). Our [Privacy Policy](#) includes more information about how Remind approaches privacy.

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